

1. (Currently Amended) A ~~system for customer evaluation of~~ method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, the ~~system~~ method comprising the steps of:

(a) presenting a set of questions to be answered by the external customers pertaining to a plurality of an information technology service ~~attribute~~ attributes, the attributes comprising

- a purpose and objective of the information technology service to the external customer;
- an extent to which the information technology organization providing the services and the external customer function as a team;
- a consistency with which the information technology organization delivers the services to the external customer;
- an extent to which the information technology organization manages and improves the information technology services delivered to the external customer;
- a degree to which the delivery of the information technology services satisfies the external customer's expectations,

the set of questions further comprising a focus area of the service attribute, a set of descriptions of the service attribute, a set of considerations of the service attribute, and an example of the service attribute;

(b) completing an assessment matrix having a plurality of rows and columns, each row corresponding to a respective one information technology service attribute selected from the group of policies and procedures, team work, consistency of delivery, defect handling, and use of

23 results, and each column corresponding to a respective one level of maturity of the information  
24 technology service attribute selected from the group of ad hoc, repeatable, consistent,  
25 exceptional, world class, the maturity of each information technology service attribute  
26 determined by the external customers' answers to its respective set of questions pertaining to ~~the~~  
27 each information technology service attribute; and

28 (c) ~~a method to determine~~ determining if the information technology organization  
29 delivering the information technology services and the external customers using the services  
30 have a common understanding of the scope and the objectives of the information technology  
31 services and to identify any disparity between the expectations of the information technology  
32 organization delivering the information technology services and the expectations of the external  
33 customers using the services by evaluating the answers to the set of questions and the maturity of  
34 the respective information technology service attribute.

1 2. (Currently Amended) The system for customer evaluation of information technology  
2 services including the elements of Claim 1 wherein one of the information technology  
3 service attributes is selected from the group consisting of: policies and procedures, team  
4 work, consistency of delivery, defect handling, and use of results, The method for  
5 evaluating the satisfaction and value of information technology services as perceived by  
6 external customers using information technology services provided by an information  
7 technology organization, of claim 1 wherein one of the plurality of information  
8 technology service attributes comprises the definition and understanding of the  
9 information technology service provided by the information technology to the external

customer, and the set of questions comprising the focus area of the service attribute  
comprise:

is the information technology service provided by the information technology  
organization to the external customer defined;

are the levels of delivery of the information technology service to the external  
customer defined and understood;

is the scope of the information technology service delivered to the external  
customer defined;

are the objectives of the information technology services delivered to the external  
customers defined;

is the usage of the information technology service by the external customer  
defined and clear.

3. (Currently Amended) ~~The system method for customer evaluation of information  
technology services as in Claim 1 further comprising answers of the customer to the  
questions are used to assess the level of customer service and satisfaction as perceived by  
the customer,~~ The method for evaluating the satisfaction and value of information  
technology services as perceived by external customers using information technology  
services provided by an information technology organization, of claim 1  
wherein the description and considerations pertaining to the focus area of whether the  
information technology service is defined for the service attribute of definition and  
understanding of the information technology service provided by the information technology to  
the external customer, comprise;

11 if the information technology service is defined in terms of its respective  
12 deliverables, inputs and key activities;  
13 the delivery requirements of the information technology service;  
14 the customer preferences of the information technology service;  
15 the restrictions on the information technology service;  
16 and the example pertaining to the focus area question of whether the information  
17 technology service is defined for the service attribute of definition and understanding of the  
18 information technology service provided by the information technology to the external customer,  
19 comprise:  
20 the information technology service is defined through a service agreement;  
21 the information technology service is defined thoroughly via service  
22 documentation; or  
23 the information technology service is a one page summary with little focus on  
24 ensuring understanding.

1 4. (Currently Amended) ~~The system for an external customer evaluation of information~~  
2 ~~technology services of Claim 2, wherein the levels of maturity of the information~~  
3 ~~technology services further comprise ad hoc, repeatable, consistent, exceptional, and~~  
4 ~~world class~~ The method for evaluating the satisfaction and value of information  
5 technology services as perceived by external customers using information technology  
6 services provided by an information technology organization, of claim 2 wherein the  
7 description and considerations pertaining to the focus area of whether the levels of

8 delivery of the information technology service to the external customer are defined and  
9 understood, comprise:

10 is there a clear definition of the service levels;

11 is there a common understanding of the service and service levels between the  
12 information technology organization and the external customer;

13 is there an analysis of and balance between a plurality of needs of the external  
14 customer and a delivery capability of information technology organization;

15 are all of one or more policies clear and understood by the external customer and  
16 the information technology organization;

17 wherein the example pertaining to the focus area of whether the levels of delivery of the  
18 information technology service to the external customer are defined and understood, comprises:

19 the external customer expecting a problem to be resolved anytime and all the time  
20 but the information technology organization resolves a plurality of specific problems during  
21 regular working hours.

1 5. ~~(Currently Amended) The system for customer evaluation of information technology~~  
2 ~~services of Claim 1 wherein the matrix comprises no more than twenty information~~  
3 ~~technology service attributes for a quick, general and/or a medium depth assessment~~ The  
4 method for evaluating the satisfaction and value of information technology services as  
5 perceived by external customers using information technology services provided by an  
6 information technology organization, of claim 2,

7           wherein the description and considerations pertaining to the focus area of the  
8           definition of the scope of the information technology service delivered to the external customer,  
9           comprise:  
10           determining if the inclusions and exclusions are clear, agreed to by the  
11           external customers and the information technology organization and any  
12           of a plurality of other parties, and if they are documented;  
13           wherein the example pertaining to the focus area of whether the levels of delivery  
14           of the information technology service to the external customer are defined and understood,  
15           comprises new installation of information technology services done through a means other than  
16           move/add/change requests.

1       6.       (Previously Presented) The system for customer evaluation of information technology  
2           services of Claim 1 wherein, the assessment matrix further comprises a current maturity  
3           level of at least one service attribute and a desired maturity level of the at least one  
4           service attribute.

1       7.       (Currently Amended) A method of assessing ~~a~~ an external customer's perception of the  
2           information technology services provided by an information technology organization, the  
3           steps of the method comprising:

4           (a) evaluating the delivery of information technology services to the external customer  
5           using at least two assessment techniques,

6                   a first assessment technique being a matrix of different levels of maturity of  
7           service for ~~at least one attribute~~ a plurality of attributes of information technology services

8 comprising definition and understanding of the information technology service, the quality of the  
9 information technology service, the marketing and communications of the information  
10 technology service, the achievement of results of the information technology service,

11 a second assessment technique being a plurality of questions to determine a customer's  
12 perception of the level of maturity of ~~the at least one attribute~~ each of the attributes of  
13 information technology services;

14 (b) comparing the customer's perception of the at least one attribute of information  
15 technology services with the different levels of maturity of the information technology service  
16 attribute; and

17 (c) providing a report with recommendations for improving the delivery of the at least  
18 one attribute of information technology services to the customer based on the comparison of the  
19 customer's perception with the different levels of maturity.

1 8. (Currently Amended) The method of assessing ~~a~~ an external customer's perception of  
2 information technology ~~customer~~ services provided by an information technology  
3 organization including the steps of Claim 7 wherein the second assessment technique  
4 includes interviewing the external customers with detailed questions ~~of about~~ the at least  
5 ~~one attribute~~ plurality of information technology services, the detailed questions having  
6 at least one focus area along with a set of descriptions and considerations, and an  
7 example for each focus areas to determine an in depth assessment of the external  
8 customer's perception and the current level of maturity of the information technology  
9 services provided by the information technology organization.

- 1 9. (Previously Presented) The method of assessing a customer's perception of information  
2 technology services including the steps of Claim 7 wherein the first assessment  
3 technique uses detailed matrices allowing for identification of a current level of maturity  
4 of at least one service attribute and identification of a desired level of maturity of the at  
5 least one service attribute in a workshop approach with customers and the step of  
6 providing a report includes comparing the current level of maturity with the desired level  
7 of maturity of information technology services for different aspects of information  
8 technology service delivery.

Claims 10-12 (Previously Canceled)

13. (Canceled)

- 1 14. (Currently Amended) The ~~system for customer evaluation of information technology~~  
2 ~~services including the elements of Claim 3~~ method of assessing an external customer's  
3 perception of the information technology services provided by an information technology  
4 organization as in claim 7 wherein the information technology service attribute is data  
5 processing applications for inventory control.

- 1 15. (Currently Amended) The ~~system for customer evaluation of information technology~~  
2 ~~services including the elements of Claim 3~~ method of assessing an external customer's  
3 perception of the information technology services provided by an information technology  
4 organization as in claim 7 wherein the information technology service attribute is data  
5 processing applications for invention control.



1 16. (Currently Amended) The ~~system for customer evaluation of information technology~~  
2 ~~services including the elements of Claim 3~~ method of assessing an external customer's  
3 perception of the information technology services provided by an information technology  
4 organization as in claim 7 wherein the information technology service attribute is data  
5 processing applications for financial reporting.

1 17. (Currently Amended) The ~~system for customer evaluation of information technology~~  
2 ~~services including the elements of Claim 3~~ method of assessing an external customer's  
3 perception of the information technology services provided by an information technology  
4 organization as in claim 7 wherein the information technology service attribute is data  
5 processing applications for payroll.

1 18. (Currently Amended) The ~~system for customer evaluation of information technology~~  
2 ~~services including the elements of Claim 3~~ method of assessing an external customer's  
3 perception of the information technology services provided by an information technology  
4 organization as in claim 7 wherein the information technology service attribute is data  
5 processing applications for computer aided design and manufacturing (CADAM).

19. (Canceled)

20. ( Previously Canceled).

1       21.     (New) The method for evaluating the satisfaction and value of information technology  
2             services as perceived by external customers using information technology services  
3             provided by an information technology organization, of claim 2,

4             wherein the description and considerations pertaining to the focus area of the  
5     definition of the objectives of the information technology services delivered to the external  
6     customers, comprise:

7                     the objectives of the information technology services should be specific,  
8                     measurable, aggressive, realistic, and time-based;

9             and wherein examples pertaining to the focus area of the objectives of the  
10    information technology services delivered to the external customers, comprise:

11                    delivering a help desk service to service an external customers needs is a  
12    bad example of defining the objectives of the information technology services;  
13                    responding to the external customer's move/add/change requests within  
14    one business day of receiving the request.

1       22.     (New) The method for evaluating the satisfaction and value of information technology  
2             services as perceived by external customers using information technology services  
3             provided by an information technology organization, of claim 2,

4             wherein the description and considerations pertaining to the focus area of usage of  
5     the information technology service by the external customer, comprise:

6                     if the information technology organization know how and when the  
7     information technology service will be used by the external customer;

8 if the external customers know how and when the information technology  
9 service is intended to be used;  
10 and wherein examples pertaining to the focus area of the usage of the information  
11 technology services delivered to the external customers, comprise:  
12 installation of a workstation user not designed to support a large number  
13 of external customers.

1 23. (New) The system for customer evaluation of information technology services of Claim  
2 1 wherein the matrix comprises no more than twenty information technology service  
3 attributes for a quick, general and/or a medium depth assessment.